

# At Home

With The Maids® 

## The Maids Home Services Customer Newsletter

### Our Vision

Create the greatest customer experience in housecleaning  
with the world's greatest employees

### Congratulations to Jeremy

Please join all of us in congratulating Jeremy on his promotion to General Manager. Jeremy has been taking on more of my duties lately so we figured he might as well get credit for his work. This past year he has worked very hard on our strategic plan helping to find ways the team members can see our vision and our progress. Hence the "train" board below. Our vision (the engine) pulls the first tow cars (our customers' and employee's experiences) and the rest of the train is the outstanding team members' ratings for the month. They are "on board" the train!



### Team Leader Empowerment

Our next phase of team leader development is to give them more control of their day. We are very excited about their progress over the past year. We can see definite improvement in our survey ratings and your comment card ratings. Starting next month, the team leaders will have the ability to call you directly about their schedule changes and arrival times during the day. We do request that if you need to change anything or add notes to your instructions, please call the office. It is easier for us to enter it directly into the computer. Thank you!

### Online Comment Cards

Some of you have requested it so now you can go to our website and click on "Contact Us" and then "Tell Us How We Did." That's it! We will take care of the rest, including the team bonuses.

### Email Addresses

Another aspect of being green (see panel to the right) and cost conscious is to reduce paper usage. That is why we are contacting each customer and asking for your email address. We commit to you our guarantee that we will not sell your email addresses to anyone! We dislike Spam more than anyone, I think. Plus, it is not ethical. We will use your address to deliver our quarterly newsletter, invoices and perhaps schedule announcements and reminders. Except for scheduling and invoices, we shouldn't be using it more than once a month. Thank you for your participation in this program.

### Slippery Floors

In the past few months, we have had several reports of slippery floors. The only common element may be that they are laminate. However, we are all over this problem, but not having much luck. There are no commonalities with teams or products or personnel or procedures. It is obviously very important to protect you and your family. So if you find you have slippery floors after we clean, call us immediately and we will return and take care of the problem and investigate it.

### Being Green

(In a Blue and Yellow company,  
what color does that make us?)

Being from Austin, we all see the popularity and hear the reasons to be a green company. So after 14 years, we get it...I mean, we got it.



Our green bin is not aesthetic, but we now recycle all our plastic and cardboard as well as the normal recyclables. It is reducing our landfill footprint by at least 30%. So it is a cost worth having.

But that is not all we do here to be green. Chosen for their safety, The Maids environmentally preferred products are biodegradable, using bio-based ingredients for a natural, safe cleaning alternative.

We also minimize waste by using cloths, instead of paper products when cleaning. We wash and reuse the cloths.

In addition, teams minimize water usage when cleaning to preserve resources.

Our intention is to provide you a healthy home while still protecting the environment.

## Enter the *Nobody Outcleans The Maids* Instant Win Sweepstakes Beginning March 16

Spring has sprung: who wants to be stuck inside scrubbing sinks, scouring bathtubs and getting the dust bunnies out from under the bed? Let somebody else take over for the next year with the *Nobody Outcleans The Maids* Instant Win Sweepstakes, an online promotion from THE MAIDS® Home Services. Simply visit <http://www.maids.com> from **March 16 through June 14, 2009**, and enter as often as every day for a chance to win free housecleaning for a year plus a Luxury Included® Family Vacation from Beaches Resorts ([www.beaches.com](http://www.beaches.com)), a year of flowers from 1-800-FLOWERS.COM® or other prizes.

In the Instant Win Game, players will choose from four rooms – kitchen, bathroom, bedroom or living room. Once inside a room, players will see different items highlighted. After clicking on a highlighted item, a team member of The Maids appears to share information about The Maids' cleaning process. After the fourth item has been clicked, players will be notified if they are a potential instant winner. Sweepstakes winners are randomly selected at the end of the promotional period.



Now in its fifth year, the sweepstakes offers multiple grand prizes led by \$2,500 worth of full-service cleaning using THE MAIDS' exclusive 22-Step Healthy Touch® Deep Cleaning System. Contestants may also win one of three four-day/three-night Luxury Included® Family Vacations for two adults and two children at any of four Beaches Resorts in Turks & Caicos or Jamaica, or one of five awards of a year of flowers from 1-800-FLOWERS.COM®. Be sure to tell your friends and family how they could also win free housecleaning and more by participating in the *Nobody Outcleans The Maids* Instant Win Sweepstakes.



NO PURCHASE NECESSARY. A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING. OPEN TO LEGAL RESIDENTS OF THE 50 U.S. & D.C. AND LEGAL RESIDENTS OF THE BRITISH COLUMBIA, ONTARIO, AND NOVA SCOTIA CANADIAN PROVINCES WHO ARE 18 YEARS AND OLDER. [VOID WHERE PROHIBITED](#). Promotion ends 6/14/09. For Official Rules, prize descriptions and odds disclosure, visit <http://www.maids.com>. Sponsor: The Maids International, Inc., 4820 Dodge Street, Omaha, NE 68132, U.S.A.

**The Maids**  
Home Services

8514 Cameron Road  
Austin TX 78754

[www.TheMaidsHomeServices.org](http://www.TheMaidsHomeServices.org)